



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
OFFICE OF THE DEAF AND HARD OF HEARING

July 1, 2010

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-A325
Washington, DC 20554

RE: The state of Washington's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch:

Pursuant to 47 C.F.R. §64.604(c)(1), the Office of the Deaf and Hard of Hearing (ODHH) respectfully submits Washington's Telecommunication Relay Services (TRS) Annual Consumer Log Summary for the 12-month period commencing on June 1, 2009, and ending on May 31, 2010.

Enclosed please find the 2010 Washington Relay Annual Log Summary of Consumer Complaints received by ODHH ending May 31, 2010.

Should you have any questions concerning this summary or report log, please contact me at (360) 339-7382 VP or email at pecksc@dshs.wa.gov.

Sincerely,

Steven Peck
Washington State Relay Administrator

Enclosures:

Attachment #1 - Annual Log Summary of Consumer Complaints

cc:

Arlene Alexander, FCC Consumer & Governmental Affairs Bureau
Eric Raff, Office of the Deaf and Hard of Hearing
John Moore, Sprint Relay
Kristen Russell, Washington Utilities and Transportation Commission



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Annual Log Summary of Consumer Complaints

State of Washington
Department of Social and Health Services
Office of the Deaf and Hard of Hearing
Washington Telecommunication Relay Services
Sprint Relay
Annual Log Summary of Consumer Complaints
CG Docket 03-123
June 30, 2010

Attachment #1

Acronym Log

RO	Relay Operator
CA	Captioning Assistant
CS	Customer Service
RPM	Relay Program Manager
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	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	6/5/2009	Voice customer was unable to get through via the relay. Call took place 6/5/09 12:10PM. TT 8006756. Customer requested follow-up. RO 3071 F	8/18/2009	Complaint referred to RPM. This phone number goes to a fax machine which is why the caller was hearing tones. 8/12/09 left a message with customer to find out if she had any other questions relating to this issue. 8/17/09 called and left a message advising customer that ticket would be closed today. 8/18/09 called and customer's voice-box stated to not leave a message.
2	6/10/2009	TTY user called and stated that they tried to place a call through Relay. RO connected and asked if they wanted to hold for a live person and then hung up. Customer does not want follow-up RO: 1239 F	6/23/2009	CS rep apologized that this occurred and said this information would be passed along to their manager. Met with RO. RO explained what she was doing to disconnect the call. Supervisor coached RO on proper procedure for asking to hold for a live person. Explained to RO when it is appropriate to hang up due to no response.
3	6/23/2009	Voice customer called to complain that RO was rude. She has received several relay calls before and asked the RO if she knew who the customer wanted but before she could finish her sentence the RO responded "Well deaf people make phone calls too!" She did not appreciate the RO being so rude and felt she needed to inform us of this occurrence. There is no record of customer follow-up request. RO: 7848 F	6/25/2009	Supervisor met with RO and went over proper call procedures with particular attention to maintaining transparency and appropriate ways to interact with a customer. RO stated that she understands.
4	6/23/2009	Customer shared feedback regarding accuracy of captions and provided specific call data. There is no record of customer follow-up request. CA: 3271	6/23/2009	CS rep apologized for the incident and thanked customer for the feedback. Call detail was shared with call center management for follow-up with CA by the CA's supervisor. CA will be monitored for consistent performance.



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5	6/23/2009	Customer cannot call locally to her brother. Customer has had this problem before. Brother's caller ID blocked. There is no record of customer follow-up request. TT: 8069308 RO: 3821 F	9/16/2009	Relay Customer Manager called customer regarding calling party's blocked caller ID. Call history: Called 9/1/09 10:12 AM, left message. Second attempt: 9/7/09, left message. Third attempt: 9/8/09 left message; and Fourth attempt 9/9/09, left message. Resolution: Customer did not respond and ticket has been closed.
6	7/17/2009	Cap Tel Service recording that prompts the caller to enter the number they want to dial was temporarily out of order. Caller did not know when to enter the number they were calling. There is no record of customer follow-up request.	7/17/2009	CS rep advised customer to enter the number they wished to call after 5 seconds. Tech support then reset equipment, resolving the issue completely.
7	8/9/2009	TTY customer stated that RO 1239F did not follow customer notes. The RO did not unblock the phone number even after the customer reminded her to look at the customer notes. Customer was given an apology and told a supervisor would follow up. Customer does not want follow-up.	8/9/2009	RO said she did not see the customer notes and did not initially unblock the phone number. Once the customer asked the RO, she did unblock the phone number. Stressed the importance of always reading and following customer notes.
8	8/11/2009	Customer states a message left on her TTY answering machine at 9:12AM contained typing errors and was not clear. Customer was told it could be technical errors, but believed it was RO error. Customer requested follow-up. RO: 8619F	8/18/2009	TL met with RO on 8/18/09. RO did not remember the call, feels it is possible to have made a typo or even miss relaying a word, but feels confident that the message relayed was still clear. RO apologized for any inconvenience. TL sent follow-up contact letter to the customer at their request via e-mail on 8/18/09.



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9	8/17/2009	TTY customer said RO 8619F did not unblock caller ID as requested in her notes, even after she requested it a second time. There is no record of customer follow-up request.	8/18/2009	TL met with RO. RO remembers unblocking number and the call went straight to voice mail.
10	8/17/2009	TTY customer says RO 1239F did not unblock the caller ID as requested in customer's profile notes, even after she requested it a second time. There is no record of customer follow-up request.	8/19/2009	TL met with RO. RO remembers the call. RO did see in customer notes that customer requested unblock number for caller ID. The first time RO dialed the call did not go through and RO typed this to the customer. The Customer told RO to dial again. Again, RO unblocked number and the second time the call went through. RO verbalized correct procedure to supervisor which indicated that the RO did indeed follow customer instructions.
11	8/19/2009	Customer called to report that her CapTel phone is disconnecting/reconnecting. There is no record of customer follow-up request. RO: N/A	8/19/2009	CS rep sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
12	8/19/2009	Customer shared feedback regarding accuracy of captions and provided specific call data. There is no record of customer follow-up request. CA #: N/A	8/19/2009	CS rep apologized for the incident and thanked customer for the feedback. Call detail was shared with call center management for review with the CA staff and supervisors.



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13	8/24/2009	TTY customer reported that she was on hold for long periods of time when dialing directly to Relay CS last night approx 10PM and 11PM. When the calls were finally answered, the only info she received was "Customer Service". No further typing was received and call was disconnected. Customer requested contact via TTY. If a message is left for call back the number must be toll free because customer does not have long distance services.	8/27/2009	CS was staffed, but assisting other callers. CS rep left a morning message on the customer's TTY and apologized for the delay.
14	8/24/2009	TTY customer complained that RO 1310M disconnected her call when trying to give the RO a number to dial. Call made last night, at 9PM. Customer requested follow-up via TTY. If a message is left for call back the phone number must be toll free because customer does not have long distance services.	9/4/2009	CS rep apologized to customer for problem encountered. Advised a complaint would be forwarded to supervisor. RO stated that RO proceed with the ASCII search when there were no responses and disconnected in accordance to the guideline. Discussed with RO and coached on this issue. Left a message to the customer's answering machine today at 11:44AM.



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15	9/02/2009	Customer complained that RO 7947M dialed the wrong phone number. When caller requested credit for the misdialled call, RO called for supervisor assistance. Supervisor transferred call to CS. CS rep explained that the credit could be issued, but not until the bill is received by customer. Customer would then have to call CS for a credit of Sprint charges on her bill. Credit can only be done by the RO while still being connected on that call connection. Customer wants to know why RO and Supervisor did not know how to issue credit since the RO erroneously dialed the wrong phone number. Customer requested follow-up.	9/9/2009	On 9/9/09 TL met with RO and was coached on making sure the correct phone number is entered into dial box before out dial. RO was also coached on using the help panel as a guide for procedures on administering immediate credit. Ro understands. 09/09/09 at 4:58PM CST – attempted to follow-up with customer. Reached a TTY answering machine. Left follow-up message apologizing for the inconvenience and assuring the customer that their complaint was addressed.
16	9/9/2009	TTY customer stated that she is unable to make long distance calls through WA relay service. CS rep turned in TT 8329675. Customer requested follow-up. RO: 3006F	10/5/2009	Tech support on 9/9/09 was unable to duplicate issue. Tech called long distance using customer's phone number and was able to complete a long distance call using Qwest as COC. RPM, called customer on 10/5/09 at 3:31PM to follow-up with customer. Customer stated that she had not experienced the issue since 9/9/09.
17	9/23/2009	9/23/09 at 4:07PM customer stated "was doing a busy redial and noticed light on TTY indicated that RO 3821 had hung up, Why?" There is no record of customer follow-up request.	09/23/2009	CS rep apologized to customer and assured them the information would be forwarded to the appropriate supervisor. Supervisor spoke with RO and she does not remember the call. RO stated she does not hang up on customer and does not know what happened.
18	9/23/2009	Customer shared feedback regarding accuracy of captions and provided specific call data. There is no record of customer follow-up request.	10/5/2009	CS rep apologized for the incident and thanked customer for the feedback. Call detail was shared with call center management for review with the CA staff and supervisors.



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19	11/15/2009	Customer says RO 5216 didn't allow her to make selection on flu information line. The number was redialed and the RO did not type back to the TTY customer and RO just disconnected. There is no record of customer follow-up request.	12/4/2009	CS rep apologized to customer and let them know they would forward information to appropriate person. RO stated that she typed out all information. There was no option for a live person. The RO kept the user informed, customer asked RO to redial, when she did she again informed customer that there was no option for a live person and customer got upset and hung up.
20	12/1/2009	TTY Customer called into relay and got RO 1684F on the line. Customer stated that she gave the number and waited. She then noticed that the red light on the TTY machine went off indicating that the line was disconnected. She indicated that she didn't wait long until the light went off. Customer does not want follow-up	12/1/2009	CS rep apologized to customer for the inconvenience and assured that this will be addressed. Followed up with the RO soon after the complaint was filed, RO does not recall any technical problem she encountered. RO assured me that she would not disconnect on the customer.
21	12/3/2009	Customer shared feedback regarding accuracy of captions and provided specific call data. Customer does not want follow-up.	12/23/2009	CS rep apologized for the incident and explained to customer and her husband how captions are generated using voice recognition technology. Also explained how her callers may speak in order to optimize captioning quality. Thanked customer for the feedback regarding captioning.
22	12/9/2009	Customer complained about delay in getting a CapTel CA. There is no record of customer follow-up request.	12/9/2009	CS rep advised the customer who experienced delay in getting a CA on 12/9, that on that date the CapTel Call Centers were operational, however staffing attendance at call centers was lower due to weather conditions. CS rep apologized for the inconvenience.



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23	2/4/2010	Customer continues to experience problems reaching WA Relay via 711 from her residential number. A trouble ticket and complaint was entered regarding this issue January 2009, but customer experiencing problems at this time. Customer requested follow-up. T.T. 8794720	3/19/2010	CS rep attempted to contact customer on various dates and times and was unable to reach customer. Since customer is not responding to emails or TTY calls, TT has been closed.
24	2/24/2010	Customer's helper reported no dial tone on the CapTel. There is no record of customer follow-up request.	2/24/2010	CS rep advised a physical reset. This resolved the customer's situation.
25	3/2/2010	Customer complained that RO 3805 asked customer 3 times for the number she had already given. Thanked customer for the feedback and said that information would be forwarded to the appropriate person. Customer does not want follow-up.	3/4/2010	Supervisor spoke with RO and RO stated that she could not hear the VCO user give the number for out dial. RO said the VCO user was difficult to understand and she wanted to make sure she had the correct number for out dial.
26	3/24/2010	Customer reported not being able to hear a dial tone on the CapTel. There is no record of customer follow-up request.	3/24/2010	CS rep advised a physical reset. This resolved the customer's situation.
27	4/23/2010	Customer is dissatisfied with procedure where the operator informs the caller (RECORDING) and asks (HOLD FOR LIVE PERSON Q). Customer stated "I want all recording typed and when I interrupt the operator must respond immediately to follow my instruction." Supervisor apologized and started to explain that, yes, operator should follow instructions given by the customer. At this point the customer hung up. The supervisor was unable to offer the customer solutions suggesting the addition of customer notes or to explain.	4/23/2010	Supervisor verified that the customer does not have profile notes specifying her call handling procedures and did not type instructions that would have informed the operator to alter call procedures.



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28	5/17/2010	Customer's son reported no dial tone on the CapTel phone. There is no record of customer follow-up request.	5/17/2010	CS rep advised customer to perform a physical reset of the CapTel phone which resolved the customer's situation.
29	5/17/2010	Customer reported sometimes receiving incorrect captions on her CapTel phone. There is no record of customer follow-up request.	5/17/2010	CS rep advised customer to document examples noting specific call dates times and errors received. CS rep also explained how captions are produced and that correct words should appear in brackets after an incorrect word is captioned.
30	5/21/2010	Customer provided name from frequent dial list and wanted to leave a message. RO 6104 typed "(ANS MACH) GA". Then once the answering machine hung up the RO typed "(PLS VOICE UR MESSAGE WHEN YOU SEE 'GA')". Customer was frustrated and hung up without leaving a message. Thanked customer for feedback. Customer requested a follow up letter.	5/24/2010	Supervisor went over the steps for this procedure with the RO, both verbally and hands-on refresher in the training room. The RO demonstrated knowledge of how to process this type of call. Follow up letter was mailed to the customer on 5/24/10.